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**FACTORS INFLUENCING ICTS ACCEPTANCE AND USAGE
FOR E-GOVERNMENT SERVICES IN PUBLIC
ORGANIZATIONS IN JORDAN**



ATEF A. E. ALKHAWALDAH

**DOCTOR OF PHILOSOPHY
UNIVERSITI UTARA MALAYSIA
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ORGANIZATIONS IN JORDAN**



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UUM
Universiti Utara Malaysia

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Kolej Undang-Undang, Kerajaan dan Pengajian Antarabangsa
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ABSTRACT

E-government in public organisations in Jordan has been in existence for more than two decades. However, there is still lack of studies in discovering the aspects of attitude and behavior of public organisation employees towards e government services. Therefore, this study aims to investigate the determinants of the ICT usage from the perspective of attitude and behavior of the employees in the e-government services. This study employed the Model of Readiness for Organizational Change proposed by Holt as the underpinning theory and further enhanced it to the technology acceptance model III proposed by Venkatesh, and Bala as the additional predictors of ICT acceptance via the intervening effect of attitude towards intention to use for e-government. The study setting was based on three main public organizations from Jordan, namely; Municipality of Zarqa, Municipality of Irbid, Municipality of Mafraq and systematic random sampling of data collection was done through self-administered questionnaire and analysis was done by using the PLS structural equation modelling as the statistical tool. The findings show that principal supports, motivation valence, appreciation, perceived ease of use, perceived usefulness and current usage have a positive significant effect on current usage of e-government services. The findings further reveal that attitude to change positively intervene through current usage and intention to use of ICT acceptance and usage for e-government services. These results are immeasurably valuable to practitioners for managing and executing their strategies in public organisations. Furthermore, it contributes and enriches knowledge pertaining to the predictors of e-government usage.

Keywords: Principal supports, motivation valence, appreciation, ICT usage, e-government, Jordanian public organisation

ABSTRAK

E-kerajaan dalam organisasi awam di Jordan telah wujud lebih daripada dua dekad. Walau bagaimanapun, masih terdapat kekurangan kajian dalam menemui aspek sikap dan gelagat pekerja organisasi awam terhadap perkhidmatan E-kerajaan. Justeru, kajian ini bermatlamat untuk mengkaji penentu kepada penggunaan Teknologi Komunikasi Maklumat (ICT) dari perspektif sikap dan gelagat pekerja dalam perkhidmatan E-kerajaan. Kajian ini menggunakan Model Kesediaan untuk Perubahan Organisasi yang dicadangkan oleh Holt sebagai teori asas dan dipertingkatkan lagi dengan Model Penerimaan Teknologi 3 seperti yang dicadangkan oleh Ventakesh dan Bala sebagai penentu penerimaan ICT melalui kesan perantara sikap terhadap niat penggunaan E-kerajaan. Lokasi kajian ini adalah berdasarkan kepada tiga organisasi awam utama dari Jordan, iaitu: Perbandaran Zarqa, Perbandaran Irbid, Perbandaran Mafraq dan pengumpulan data pensampelan rawak sistematik telah dilaksanakan melalui borang soal selidik tadbir sendiri dan analisa telah dilakukan menggunakan model persamaan struktur PLS sebagai kaedah statistik. Dapatan kajian menunjukkan sokongan utama, nilai motivasi, penghargaan, kemudahan penggunaan yang dianggap, kebergunaan yang dianggap dan penggunaan semasa mempunyai kesan positif yang signifikan terhadap penggunaan semasa perkhidmatan E-kerajaan. Dapatan kajian seterusnya mendedahkan bahawa sikap untuk berubah secara positif diperantarakan melalui penggunaan semasa dan niat untuk menggunakan, penerimaan dan penggunaan ICT terhadap perkhidmatan E-kerajaan. Hasil ini amatlah bernilai kepada pengamal untuk menguruskan dan melaksanakan strategi mereka dalam organisasi awam. Seterusnya, ia menyumbang dan memperkayakan pengetahuan berkaitan tentang penentu kepada penggunaan E-kerajaan.

Kata kunci: sokongan utama, nilai motivasi, penghargaan, penggunaan ICT, E-kerajaan, Organisasi awam Jordan.

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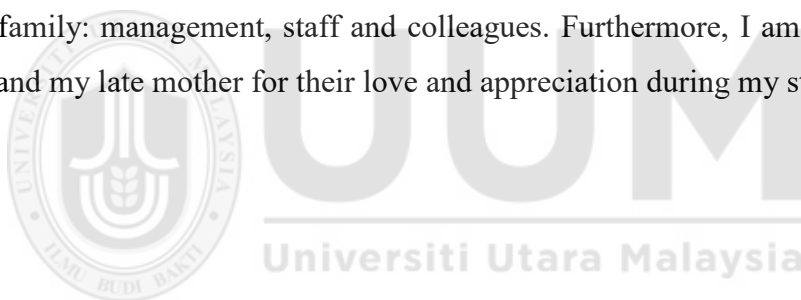


TABLE OF CONTENT

PERMISSION TO USE	i
ABSTRACT	ii
ABSTRAK	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	ix
LIST OF FIGURES	x
CHAPTER ONE : INTRODUCTION	1
1.1 Introduction	1
1.2 Problem Statement	6
1.3 Research Questions	11
1.4 Research Objectives	12
1.5 Significance of study	12
1.6 Scope of study	14
1.7 Operational Definitions	14
1.8 Organization of Thesis	16
CHAPTER TWO : BACKGROUND OF THE STUDY	18
2.1 Introduction	18
2.2 Developing Countries and the Arab World	18
2.3 E- Government in Jordan	19
2.3.1 The Stages of E-Government Model in Jordan	23
2.3.2 E-Government Services in Jordan	25
2.4 Conclusion	28
CHAPTER THREE : LITERATURE REVIEW	30
3.1 Introduction	30
3.2 Information Communication Technology (ICT) and Organizations	31
3.2.1 Resistance to Change of Technology	33
3.2.2 Readiness for Change to ICT	34
3.3 Beliefs Regarding Technology Acceptance	35
3.3.1 Theoretical Framework	36
3.4 Technology Acceptance Model	52

3.4.1	The Theory of Reasoned Action [TRA]	52
3.4.2	Theory of Planned Behaviour [TPB]	54
3.4.3	Task Technology Fit [TTF]	55
3.6	Conclusion	61
CHAPTER FOUR : RESEARCH METHODOLOGY		63
4.1	Introduction	63
4.2	Research Model for Present Study	63
4.3	The Variables	65
4.3.1	Dependent Variable	65
4.3.2	Independent Variables	65
4.4	The Hypotheses	68
4.5	Design of Study	69
4.6	Population	70
4.6.1	Population of Respondents	70
4.6.2	Sample Size	70
4.6.3	Sampling Technique	72
4.7	Research Instrument and Construction	73
4.7.1	Pilot Study	73
4.8	Data Collection Procedures	75
4.9	Data Analysis Procedures	76
4.10	Preliminary Examination of Data	76
4.11	Assessment of Raw Data	76
4.12	Assessment of Outliers	78
4.13	Assessment of Normality	78
4.14	Reliability and Validity	79
4.14.1	Reliability	79
4.14.2	Validity and Confirmatory Factor Analysis (CFA)	82
4.14	Conclusion	84
CHAPTER FIVE : ANALYSIS AND FINDINGS		85
5.1	Introduction	85
5.2	Data Screening	86
5.2.1	Response rate	87
5.2.2	Missing value analysis	88

5.2.3	Dealing with outliers	89
5.2.4	Test of non-response Bias	90
5.2.5	Assessment of normality	92
5.2.6	Assessment of Multicollinearity	93
5.3	Demographic Profile of the Respondents	94
5.4	Evaluation of PLS-SEM Results	96
5.4.1	PLS-SEM Measurement Model	97
5.4.2	Indicator Loadings and Construct Validity	98
5.5	PLS-SEM Structural Model	103
5.5.1	R Square (R^2)	104
5.5.2	Effect Size	105
5.5.3	Predictive Relevance of the Model	106
5.6	Hypotheses Testing	107
5.7	Summary	111
CHAPTER SIX : DISCUSSIONS AND CONCLUSIONS		113
6.1	Introduction	113
6.2	Discussion of Research Findings	113
6.2.1	Appreciation has positive relationship with Perceived usefulness	114
6.2.2	Motivation valence has positive relationship with Perceived usefulness	115
6.2.3	Principal support has positive relationship with perceived usefulness	116
6.2.4	Appreciation has positive relationship with perceived ease of use	117
6.2.5	Motivation valence has positive relationship with Perceived ease of use	120
6.2.6	Principal support has positive relationship with perceived ease of use	121
6.2.7	Perceived usefulness has positive relationship with Attitude	122
6.2.8	Perceived ease of use has positive relationship with Attitude	123
6.2.9	Attitude to change has positive relationship with Intention to use ICT	124
6.2.10	Attitude to change has positive relationship with current usage of ICT	125
6.2.11	Intention to use has positive relationship with current usage of ICT	126
6.3	Theoretical Implications	127
6.4	Practitioners Implication	128
6.5	Limitation of the Study	129

6.6	Recommendation for Future Study	130
6.7	Conclusion	131
	REFERENCES	133
	APPENDIX	175



LIST OF TABLES

Table 3. 1	The items of Appreciation	39
Table 3. 2	The items of Principal support	41
Table 3. 3	The items of Motivation Valance	43
Table 3. 4	The items of Perceived Ease of Use	45
Table 3. 5	The items of Perceived Usefulness	46
Table 3. 6	The items of Current Usage	48
Table 3. 7	The items of Attitude to change	50
Table 3. 8	The items of Intention to Use	52
Table 4. 1	Reliability Coefficients for Multiple Items in the Pilot Study (n = 30)	75
Table 5. 1	Response rate of the questionnaires	87
Table 5. 2	Total and Percentage of Missing Values	88
Table 5. 3	Test of non-response bias	90
Table 5. 4	SKewness & Kurtosis	92
Table 5. 5	Multicollinearity	94
Table 5. 6	Summary of Respondents' Demography	95
Table 5. 7	Measurement Model Result for Internal Consistency Reliability and Convergent Validity	101
Table 5. 8	Correlations among Constructs and Discriminant Validity	103
Table 5. 9	Effect Size (f ²)	106
Table 5. 10	Prediction Relevance of the Model (Q ²)	107
Table 5. 11	Result of Hypothesis Testing	110

LIST OF FIGURES

Figure 2. 1	New strategy of e-government in Jordan for the years (2014, 2015, and 2016).	20
Figure 2. 2	Jordan E-Transformation Current and Target Maturity (Adopted from MoICT, 2013).	24
Figure 3. 1	Technology acceptance model	58
Figure 4. 1	The Research Model	64
Figure 5. 1	Study's Methodology Flowchart	86
Figure 5. 2	Histogram and Normal Probability Plots	93
Figure 5. 3	Measurement Model and Structural Model	96
Figure 5. 4	Original Study Model	97
Figure 5. 5	Measurement Model	98
Figure 5. 6	Final Measurment Model	100
Figure 5. 7	Items Loadings, Path Coefficient, and R ² Values	105
Figure 5. 8	PLS Bootstrapping (t-values) for the Study Model	111



CHAPTER ONE

INTRODUCTION

1.1 Introduction

Globally, the lives of people have been significantly affected by the information communication technologies (ICT) revolution and it has led to improvements in the way government, its citizens, agencies, businesses, employees and other relevant stakeholders interrelate in achieving their goals (Lee, 2010; Rokhman, 2011; Davies, 2015). These changes and other related concerns have led to the development and eventual commencement of the use of ICTs known as the e-government (Raus, Liu, & Kipp, 2010; Al-Khouri, 2011). However, while the global revolution in ICT and its usage has been noted, researchers and industry experts have raised the need for further empirical endeavors aimed at realizing the significance of e-government and the factors that explain people's intention to use and their eventual continuous usage (Yuan, Xi, & Xiaoyi, 2012; Chowdhury & Satter, 2013).

Basically, e-government rises around the globe from last three decade, the top management of public organizations tend to understand the significance of ICTs for providing instant, effective, and efficient services to general public. However, while the generality of the public has attuned themselves to the use of private sector-provided internet and the attendant service so offered therefrom, the need for improved and related high standards from the government cannot be further emphasized. The introduction and subsequent implementation of e-government are

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APPENDIX

A survey on the factors influencing ICT acceptance and usage for e-government services in public organizations in Jordan

Dear Respondent,

TO WHOM IT MAY CONCERN

I am Ph.D. student of University Utara Malaysia, who conducting a survey over employee's attitude towards e- government acceptance and usage in public organization. Through your participation, I eventually hope to understand factors influencing ICTs towards E-government acceptance and usage.

Enclosed with this letter is a brief questionnaire that asks variety of questions about your organization. If you choose to participate, do not write your name on the questionnaire. Your responses will not be identified with you personally, nor will anyone be able to determine which company you work for.

I hope you will take a few minutes to complete the questionnaire. Without help of people like you, research on E-government acceptance and usage could not be conducted. Your participation is voluntary and there is no penalty if you do not participate. Thanking you in anticipation of your response.

The questionnaire has two parts; part 1 is demographic information. Part 2 is a seven point questions. 1 extremely disagree with the statement and 7 extremely agree with the statement. As much as possible, please do not leave any item in the questionnaire blank.

Yours sincerely,
Name

Name:
Main Supervisors

Name:
Co-supervisor

Part I: Background Information

Respondent Background

Age

1. 18-25
2. 26-35
3. 36-45
4. 45-55
5. >55

Respondent's education background

1. Post graduate
2. Undergraduate
3. High school
4. Primary school

Respondent's position

1. Clerical
2. Supervisor
3. Head of department manager
4. V. General Manager
5. General Manager

Income per month (Malaysian Ringgit)

1. <1000
2. 1000 - 1999
3. 1999 - 2999
4. 3000 - 3999
5. >4000

Training length

1. No training
2. 01-07 Days
3. 08-29 Days
4. 30-120 Days
5. 120 > Days

Part II

Please review each of the following statements and tick the item that best represents in your organization. Selection 1 indicates that you strongly disagree with the statement, selecting a 7 indicates that you strongly agree with the statement.

No	Variables	Code	Items for consumers' attitude towards E-government acceptance	1	2	3	4	5	6	7
1.	Principal support	PS1	Senior management thinks I Should use computer							
		PS2	Management supports computer in my organization							
		PS3	I get management support							
		PS4	It is easy for me to observe others using e-government in my organisation							
2.	Motivation Valance	MV1	I do not wish to expose myself or my organization to the high risks and learning costs associated with a new technology by being its first user.							
		MV2	I intend to use computer if it help the organization performance.							
		MV3	I intend to use computer if it does not help m							
		MV4	I am satisfied with my performance at this task							
3.	Appreciation	APR1	Computers make work more interesting							
		APR2	Working with computers is fun.							
		APR3	I like using computers.							
		APR4	I find computers a useful tool in my work							
		APR5	I want to learn a lot about computer							
4.		PEOU1	My interaction with computers is clear and understandable							

	Perceived Ease of Use	PEOU2	I find it easy to get computers to do what I want it to do							
		PEOU3	Using the computer does not require a lot of mental effort							
		PEOU4	I find computer easy to use							
5.	Perceived Usefulness	PUSFL1	Using computer will enhance my effectiveness							
		PUSFL2	Using computer will increase my productivity							
		PUSFL3	Using technology compatible w/all aspects of our work.							
		PUSFL4	Using computer gives me greater control over my work.							
6.	Attitude to change	ATT1	I feel very little loyalty to this change.							
		ATT2	I would accept almost any type of job assignment in order to keep working for this organization							
		ATT3	I am willing to put in a great deal of effort beyond that normally expected in order to help the organization be successful							
		ATT4	I find that my values and the organization's values are very similar.							
7.	Current Usage	CU1	My Usage of the computer in my daily work is high							
		CU2	I estimate the current usage of computer in my department very high							
		CU3	My current usage of the computer is high							
8.		IU1	I will use computer in my work in future.							
		IU2	I plan to use computer in my daily life often							

	Intention to Use	IU3	I will encourage my collage to use computer								
		IU4	I will encourage my organization costumers'' to use the system								
		IU5	Given that I have access to the system, I predict that I would use it								



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